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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer, et al.  
Date Filed: August 25, 2003  
Title: METHOD AND SYSTEM FOR MANAGING CALLS  
OF AN AUTOMATIC CALL DISTRIBUTOR

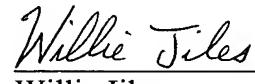
**MAIL STOP PATENT APPLICATION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Patent Application (34 pages, including Specification, Claims, and Abstract), 2 sheets of formal Drawings, Nonpublication Request (1 page), executed Declaration and Power of Attorney (4 pages), Assignment (5 pages), Assignment Cover (2 pages), a check in the amount of \$40.00 for the Assignment recordal fee; Information Disclosure Statement (1 page), PTO Form 1449 (1 page), copy of one reference, Fee Transmittal (2 pages), a check in the amount of \$1,224.00 to cover the application filing fee, this Certificate of Mailing, and an acknowledgment postcard are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on this 25th day of August, 2003 and is addressed to Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

  
Willie Jiles

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No. EV 323511442 US  
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